

Do YOU have what it takes to Keep the Peace?

Dynamic leaders know that an end to violence and successful conflict management begins with individuals. Which of the following “foundation abilities for conflict management” do you practice? Check each ability that applies.

Orientation Abilities — *Values, beliefs, attitudes, and tendencies that support effective conflict resolution.*

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| <input type="checkbox"/> Nonviolence | <input type="checkbox"/> Compassion and empathy | <input type="checkbox"/> Fairness |
| <input type="checkbox"/> Trust | <input type="checkbox"/> Justice | <input type="checkbox"/> Tolerance |
| <input type="checkbox"/> Self-respect | <input type="checkbox"/> Respect for others | <input type="checkbox"/> Celebration of diversity |
| <input type="checkbox"/> Appreciation for controversy | | |

Perception Abilities — *Knowing that conflict lies in how people perceive reality.*

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| <input type="checkbox"/> Empathy, to see the situation as the other side sees it | <input type="checkbox"/> Self-evaluation, to recognize personal fears | <input type="checkbox"/> Suspending judgment and blame, to free up an exchange of views |
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Emotion Abilities — *Effectively managing anger, frustration, fear, and other emotions.*

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| <input type="checkbox"/> Learning language that communicates emotions effectively | <input type="checkbox"/> Expressing emotions in nonaggressive, noninflammatory ways | <input type="checkbox"/> Exercising self-control to NOT react to others' emotional outbursts |
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Communication Abilities — *Practices that allow for the effective exchange of facts and feelings.*

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| <input type="checkbox"/> Listening to understand by using active listening techniques | <input type="checkbox"/> Speaking to be understood | <input type="checkbox"/> “Translating” emotional statements in neutral, less emotional terms |
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Creative Thinking Abilities — *Innovative ways of defining problems and making decisions.*

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| <input type="checkbox"/> Contemplating the problem from a variety of viewpoints | <input type="checkbox"/> Approaching problem solving as a way of exploring possibilities | <input type="checkbox"/> Brainstorming to create, elaborate, and enhance a variety of options |
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Critical Thinking Abilities — *Analyzing, hypothesizing, predicting, strategizing, comparing/contrasting, and evaluating.*

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| <input type="checkbox"/> Understanding criteria | <input type="checkbox"/> Applying criteria as the basis for choosing options | <input type="checkbox"/> Planning future behaviors |
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Source: Information from Conflict Resolution Education
 (Washington, DC: U.S. Department of Justice
 and U.S. Department of Education, 1996).